GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:2773
ANSWERED ON:13.03.2000
AMENDMENT IN TRAI ACT
ANIL BASU

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Government have diluted Section 11(1)(i) of original TRAI Act, 1997;

(b) if not the reasons for changing the sentence `protect the interest of the consumers of telecommunication services` of the original Act to quality of service restricting interest of consumers only to quality of service in the Section 11(1)

(b)(v) of TRAI ORDINANCE, 2000;

(c) the details of shortcomings noticed in Section 11(1)(i) of original TRAI Act, 1997;

(d) whether international norms and standard are followed in this regard; and

(e) if so, the details thereof ? . . . . . .

Answer

MINISTER OF STATE FOR COMMUNICATIONS

(SHRI TAPAN SIKDAR)

(a) No, Sir.

(b) to (e) Prior to its amendment, section 11(1) of the principal TRAI Act 1997 had empowered TRAI to discharge recommendatory, regulatory and dispute settlement functions. To bring in clarity, section 11(1) has, under the Telecom Regulatory Authority of India(Amendment) Ordinance 2000, been amended and re-drafted to bring abouta clear distinction between the recommendatory functions of TRAI, and its regulatory functions, now contained in section 11(1)(a) and in section 11(1)(b), respectively.

The unamended section 11(1)
(i) of the principal TRAI Act, dealing with its regulatory function in the area of protection of consumer interests, has now, keeping in view the prevalent position in India, been widened in scope and kept as section 11(1)(b)
(v).

The amendments made enlarge the scope of TRAI in the area of protecting the interests of consumers of telecommunication service, in as much as TRAI would not only now lay down the standards of quality of service to be provided by the service providers and ensure the quality of service, which was hitherto not provided in the unamended principal Act, but would also conduct periodical survey of such service provided by the service providers, so as to protect interests of the consumers of telecommunication service.